



WELCOME LETTER

Dear Tenant:

Tyson Management Company would like to welcome you into your new home and thank you for choosing to rent through us. This handbook will assist you with caring for your rental home and answer the most commonly asked questions regarding the rental process.

We ask that you take a moment to review the contents of the handbook, as its purpose is to help you transition into your new home smoothly. If you still have questions after looking through the handbook, please feel free to call or stop by our office and we will be happy to answer any questions.

Tyson Management Company strives to provide friendly customer service to all of our Landlords and Tenants. We are here to help you, Monday through Friday, 9 AM to 5 PM and on Saturday and Sundays for emergency reasons. Please call our office with any questions at 252-514-0188 or stop by our office at 2410 Dr. MLK Blvd, New Bern, NC 28562.



TYSON
MANAGEMENT
COMPANY

Acknowledgement of New Tenant Booklet:

I have received the Tyson Management Booklet and have read it. I agree to comply with the policies and understand that this booklet is an addendum to my lease.

NAME: _____

DATE: _____

NAME: _____

DATE: _____

AGENT: _____

DATE: _____



RENTAL PAYMENTS

- All rental payments are due on the 1st of each month.
- Rent is considered late if not received by close of business on the 5th of each month. Any unpaid rents will be assessed a 5% late payment fee.
- Accepted forms of rent payment include: Personal Check, Cashier's Check, Bank Check, Money Order, Credit Cards & Debit Cards.
- Please make sure your name and the address of the property you are paying for are visible on your check so that we can properly credit your account.
- Rent payment can be mailed or hand delivered to our office at 2410 Dr. MLK Blvd, New Bern, NC 28562 or P.O. Box 626, New Bern, NC 28563. All mailed rents must be received before close of business on the 5th or they will be considered late, regardless of postmark date.
- Any checks returned for insufficient funds will be assessed a 5% late payment fee and a \$25 NSF Fee. After one (1) NSF checks, we only accept certified funds.
- When the office is closed, please place your rental payments in the back drop box located at the back of the office.

THE BASICS

- **Rental Agreement:** The duration of your rental agreement is fixed and stated on the first page of the contract. Tyson Management **REQUIRES** each tenant to turn in a written 30 days notice prior to vacating the premises. If, by the end of your rental agreement, we have not received any notice, the lease automatically transfers to a month-to-month status. Written 30 day notice is still required when on a month-to-month status.
- **Security Deposits:** Your security deposit is intended to be used for damages, if any, at the end of your tenancy. If you breach the lease and vacate early, you forfeit the security deposit and are subject to a \$300 Re-Leasing Fee. A Re-Leasing Fee is the compensation that we have to go through in order to re-lease the unit while you are still under a lease for that unit. **THE SECURITY DEPOSIT WILL NOT BE USED AS YOUR LAST MONTH'S RENT.**
- **Pets:** Animals are sometimes allowed with prior owner and management company approval. There is a \$250 non-refundable Pet Fee for the first pet and \$150 non-refundable Pet Fee for the second pet. Please do not obtain a new pet and then ask for approval. Approval is based on breed, weight and quantity. **Tyson Management does not accept the following breeds:** Rottweiler, Doberman, or any dog known as "Pit Bull" (American Staffordshire Terrier, American Pit Bull Terrier, American Bully, American Bulldog Terrier, etc). Tyson Management reserves the right to deny any exotic and/or aggressive pets.
- **Grills:** It is against North Carolina Fire code to have any type of open flame cooking device (grill) on balconies or within ten (10) feet of any structure.

Any violations of this law will be noted and attended to accordingly by Property Management.

- **Keys/Tenant Lockout:** If you lose your keys or lock yourself out during business hours, you may come to the office to use a spare key. If you require Tyson Management to bring you the key to access your unit there will be a \$50 spare key charge. Spare keys **MUST BE** returned within 24 hours to avoid a key copy charge. If you are locked out after 5 PM, you will need to call a locksmith to get you into your unit.
- **Lawn Care/Landscaping:** Page 5 of your Rental Contract will specify whether you are responsible for your lawn maintenance/landscaping. If you are responsible for maintaining the exterior of the property, upkeep of flowerbeds, lawn care, cleaning gutters and trimming of bushes/shrubs is expected. If you have any questions regarding the specifics of your lawn care please call the office.
- **Guests:** Please notify Tyson Management if you have any guests staying with you longer than seven (7) consecutive days. Any guest staying longer than 7 days will require approval from the Property Manager. You are responsible for the conduct of any guests at your rental unit. Persons not listed as occupants will never be given a key or allowed access to your home.
- **Noise:** You and your neighbors have the right to quiet enjoyment of your rental. Please keep this in mind at all times, especially if you are residing in any condo/apartment unit. You are subject to all laws pertaining to noise and your rental agreement.
- **Move-In Inspection Form:** It is very important that you complete this inspection form and return to Tyson Management within seven (7) days of move-in. The form will be kept in your file until the move-out inspection. Which at that time we will refer back to this form if there are any issues.
- **Pest Control:** If you have a problem with pests within two (2) weeks of move in, please let us know and we will do a one-time spray. After that time period you will be responsible for the regular pest control of your home unless otherwise specified on the Maintenance Addendum.

MAINTENANCE

- **Routine Maintenance:** Tyson Management will handle all necessary maintenance as specified in the lease on Page 3. You may not authorize maintenance on the owner's behalf, unless you receive permission in writing. The following are examples of routine maintenance that **ARE** the responsibility of the tenant:
 - Replacement of light bulbs.
 - Cleaning/Replacing air filters.
 - Regular yard maintenance (unless otherwise specified).
 - Replacement of batteries in smoke/CO2 detectors.
- **Maintenance Emergencies:** In the event of a maintenance emergency, please call the Property Management office at (252)-514-0188 to report your issue. If it is after business hours, please call (252)-633-5766 and speak to the agent on duty and he/she can assist you. Please note the after-hours emergency contact should **only** be called **in the case of an emergency**. The following are examples of situations that constitute an emergency:

- Fire – call 911 IMMEDIATELY, then Property Management.
- Backed up or overflowing toilets, sewer lines or drains.
- Any type of water leak.
- Lack of heat in cold weather.
- Lack of air conditioning in extreme heat.
- **Submitting a Maintenance Request:** When a maintenance issue arises, please call the office at (252)-633-5766.
 - Before calling to report a maintenance request, always check your breaker box to ensure that the problem is not that a breaker has tripped. If the findings of a service request result in only a tripped breaker, this service fee will be charged to the tenant.

UTILITY CONTACTS

Electricity	Tideland EMC – (800) 637-1079 Duke/Progress Energy – (919) 508-5400 City of New Bern – (252) 639-2750
Water/Sewer	City of New Bern – (252) 639-2750 Craven County Water – (252) 636-6615 First Sanitary – (252) 633-6500 CWS – (800) 348-2383 River Bend Water Dept – (252) 638-3870
Gas	Piedmont Natural Gas – (800) 275-6264 Suburban Propane – (252) 633-5560 Mallard Oil – (252) 527-7191 Eastern Propane – (252) 745-7346 Amerigas – (252) 637-3903
Cable/Internet	Suddenlink – (252) 638-3121 CenturyLink – (252) 636-1514 Direct TV – (855) 229-4388 Dish Network – (888) 449-0888
Locksmith	Ernul’s Locksmith – (252) 633-0171 A-1 Locksmith – (252) 638-3363



MOVE OUT INSTRUCTIONS

In preparation for your move-out inspection, please complete the following items listed below. Remember that this is a **generalized list** and may not include everything that you will need to do upon moving out. Likewise, it may also include items that do not relate to your unit (i.e. “clean fireplace” in a unit without one). Our goal is to refund your entire security deposit to you, but please keep in mind that any of the items listed below that are not performed within the timeframe or manner set forth may be deducted from your security deposit.

Return ALL keys:

- **Turn in all keys (including storage keys, passes and garage door openers, if applicable) to Tyson Management on later then 5:00 PM of the day your lease expiration. DO NOT leave keys in the property.** When you turn in your keys, please make sure that we have a forwarding address on file and that you have turned in all carpet cleaning/extermination receipts. If our office is closed due to weekend or holiday hours, place everything in an envelope with your name and address on the front and drop it in the overnight drop box located on the back side of the Office. The property must be vacated, cleaned and ready for inspection prior to your keys being turned in. Per the rental contract terms, you will be charged pro-rated rent for each additional day that the keys are outstanding. Do NOT turn your utilities off until the last day of your notice. If they are turned off we will get them turned back on to do the inspection and you will be charged to turn the utilities back on.

Security Deposit:

- Pay all rent and charges owed. **You may not use your security deposit as your last month's rent. The security deposit is used strictly for damages incurred during the time of your lease.**

Repair any damages and clean the unit thoroughly:

- Repair any damages to the unit. Any repairs to walls and/or painting repairs totaling over \$100.00 (exceeding normal wear and tear) will be charged to you.
- Clean the interior and exterior of all appliances and fixtures in the Kitchen, Bathroom(s) and utility areas.
- Move and clean behind/underneath the refrigerator, stove and any other household appliance. Clean/replace drip pans on stove. Do not leave the refrigerator unplugged after cleaning.
- Wipe out all cabinets/closet shelving in unit (especially in the Kitchen and Bathrooms).
- Clean blinds, windows, windowsills and storm windows. Make sure all windows screens are in place.

- Dust all trim work and walls to remove dirt and cobwebs. Clean blades of any ceiling fans in unit.
- Clean all filter grills and install fresh air filters.
- Replace any burnt out light bulbs throughout the unit (interior and exterior).
- Clean floors in the unit.
- Clean fireplace if applicable.

Carpet Cleaning:

- The interior carpet must be professionally cleaned and a receipt from the professional carpet cleaning company must be provided when you turn in your keys. If a receipt is not provided at move-out Tyson Management reserves the right to have the carpets professionally cleaned at the tenant's expense. **If you have/had a pet in the property, you must have the carpets pet treated.** If this is not done, Tyson Management will have it done and it will be deducted from your security deposit.

Properly dispose of all items, trash and debris:

- Dispose of all trash properly (i.e. mattresses, furniture, clothes, etc) from both inside and outside the unit and in any storage areas. No items are to be left behind in the unit or at the curbside/dumpster. If you leave behind items that will not be taken during regular trash pick-up you will be charged to have our staff remove these items.
- Clean up the exterior of the unit. Remove all trash and debris and clean up the landscaping if landscaping was a tenant responsibility (i.e. cut the grass, trim the bushes, haul away dead limbs and **clean out the gutters**).

Utilities:

- Leave the HVAC units on to avoid any damages to unit from extreme heat or cold temperature. Set to 80 degrees for A/C in summer or 55 degrees for heat in winter.
- If tenant is paying utilities directly, they must be left on and in your name until the move-out inspection occurs.



**TYSON
MANAGEMENT
COMPANY**

MOVE-OUT 30 DAY NOTICE

Please fill out the following 30 day notice and turn in to Tyson Management company at 2410 Dr. MLK Blvd. You will be financially responsible for your unit until the end of your 30 day notice at 5 PM. Please follow the move out instructions on the previous pages as you prepare to vacate. If you have any questions regarding your move out responsibilities, please do not hesitate to ask.

NAME: _____ CURRENT DATE: _____

RENTAL ADDRESS: _____

PHONE: _____ EMAIL: _____

MOVE OUT DATE: _____

FORWARDING ADDRESS: _____